

WORKERS COMPENSATION CLAIMS SPECIALIST

DISTINGUISHING FEATURES

The fundamental reason the Workers Compensation Claims Specialist exists is to perform responsible administrative functions required by state statute that involve the self-administration of a Worker's Compensation program. Interacts with injured employee, supervisor, doctors, hospitals, and family members in the Risk Management Department.
This classification is not supervisory. Work is performed under general supervision and reports to the Risk Management Director.

ESSENTIAL FUNCTIONS

Contacts injured employees within 24 hours after initial report of injury to generally assist them in the Worker's Compensation process.

Assist employees with initial occupational injury medical services and prescription drugs as required.

Coordinate need for additional medical treatment for cases that may require more than initial basic treatment.

Coordinate employee referral to medical specialist within contracted PPO network and assign Case Manager nurse as required.

Continue to monitor and coordinate employee treatment plan to assure quality medical services at cost effective rates and charges.

Monitor PPO's and other vendor services for quality assurance and medical cost rate application and the timely payment of all related bills and wage payments.

Set Worker's Compensation case reserves for future expected costs.

Assist employees in any needed return to work efforts.

Problem solve through difficult situations utilizing independent decision making skills.

Work with Claims Manager on large and unusual situations and safety personnel in remedial safety efforts.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Arizona Worker's Compensation laws and liability statutes and state and federal regulations pertaining to claims handling.

Microsoft Windows, Word, and Excel

Ability to:

Establish and maintain effective working relationships with City employees at all levels.

Effectively communicate both verbally and in writing with City staff and outside contacts.

Operate a variety of standard office equipment including a computer terminal, telephone, copier and fax machine requiring continuous and repetitive arm, hand and eye movement.

Be proficient in using a personal computer, a variety of computer software, and other equipment essential to performing daily activities.

Demonstrate the willingness to assume ownership in completion of assigned tasks and possess a shared commitment to quality in everyday work and to continuous learning and improvement. Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of training, education, and experience equivalent to 3-5 years experience in the technical insurance industry field, medical claims processing, and/or as a Worker's Compensation insurance representative is required.

FLSA Status: Exempt

HR Ordinance Status: Unclassified